

<b>Date of Incident</b>	03-03-2022
<b>Prepared By</b>	Nancy Benner
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 03-05-2022 at 12:35 AM.
<b>Property</b>	7400 Roosevelt
<b>Time of Incident</b>	17:00:00
<b>Location of Incident</b>	7400 Roosevelt Boulevard Apartment A105

Description of Incident
<p>On Thursday afternoon 3-3-2022 Maintenance technician Simquetta Lovett was going to work in vacant apartment A103 to complete make ready work and while passing apartment A105 she noticed that the door was ajar and damaged. Simquetta contacted the leasing office, spoke to Leasing agent Mecca Holloway, and reported what she observed. Mecca Holloway contacted the resident Kelly McDuffie however he did not answer the phone and she left a voicemail. Mecca Holloway also called 911 to report that the door was ajar and damaged, and we could not reach the resident. The police arrived and entered the apartment and found no one inside. Mecca contacted Henry Oates to repair and secure the door. Mecca asked the police for the DC# however they relayed that the resident needed to call to file an official report. Henry Oates was still making repairs to the door after the leasing office closed and Mr. McDuffie came home while he was still in the process. Mr. McDuffie was very upset. Henry called Mecca Holloway and handed the phone to Mr. McDuffie. Mecca Holloway spoke to Mr. McDuffie and he explained that many of his belongings were missing, she also relayed that we had tried to reach him by phone and left a message. Mecca let Mr. McDuffie know that the police did come and required that he call to make a report. Mr. McDuffie asked if he could view the cameras and she explained that the police would need to come to review the footage. Police came and met with Mr. McDuffie and then spoke with Mecca after taking his report. Police officer Guantt said he would be returning on Friday 3-4-22 after 4pm and before 6pm to view the cameras.</p>
Corrective action taken at the time of the incident
<p>Mecca Holloway contacted the resident by phone and left a voicemail. Mecca also contacted 911 and reported the incident to the police, she also called Property manager Nancy Benner. Nancy instructed Mecca to contact Maintenance technician Henry Oates to repair and secure the door. When Mecca spoke to Mr. McDuffie by phone she explained he should also contact his insurance company to report the incident.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>On Friday 3/4/22 Regional manager and Property manager Nancy Benner spoke with Mr. McDuffie, he had concerns about remaining in his apartment and he was offered to transfer to another apartment or to end the lease agreement. Mr. McDuffie relayed that he would prefer to transfer to another location. Nancy Benner arranged a tour of an apartment at Fountain Gardens, and he visited the community however he felt the apartment was too small. We also arranged an appointment for Mr. McDuffie to tour Joshua House on Saturday 3/5/22. Dudlow Blake reviewed the footage on 3/4/22 and found that the only person to approach the door on the camera angle available was Mr. McDuffie. Footage of other entrances were also reviewed and are still being reviewed as we do not know the exact time the incident occurred. We also contacted the police on Friday 3/4/22 to follow up. Police office Guantt returned at 6:39pm and watched the footage we had. There is footage of the resident leaving at 7:22am and then returning at 7:25 Mr. McDuffie gets close to the door but does not enter and then leaves again. Police officer Guantt relayed because it did not show anything being removed from the apartment there was no additional report to be made. DC#22029137</p>
Witnesses names and phone number
<p>Simquetta Lovett 215-510-8940 Nancy Benner 215-669-8922 Mecca Holloway 347-882-3228 Henry Oates 267-979-1460 Dudlow Blake 267-264-7180</p>
Is criminal activity involved
<p>Yes</p>
Criminal activity involved
<p>Burglary</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Kelly McDuffie</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>

